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**FREQUENTLY ASKED QUESTIONS (FAQs) REGARDING THE ORDER BY THE
GOVERNOR EXTENDING THE CLOSING OF CERTAIN WORKPLACES
AND THE PROHIBITION ON GATHERINGS OF MORE THAN 10 PEOPLE**

UPDATED APRIL 28, 2020

These FAQs clarify the terms of COVID-19 Order No. 13, updated as of April 28, 2020, COVID-19 Order No. 30, as the Order applies to hotels, motels, inns, bed and breakfasts, and short-term residential rentals including those arranged through on-line hosting platforms such as Airbnb or VRBO.

- **How long is this directive in place? When can we take new reservations?**
 - The directive is currently **in effect until May 18th** so you can take reservations for the period after that date. If the state of emergency continues beyond May 18, however, it is likely that the directive will be extended, and this would require the cancellation of reservations falling within any extension period.
- **How should lodging operators confirm that a guest falls within one of the allowable exceptions for occupying lodgings?**
 - Lodging operators should inform prospective guests of the limitations on lodgings and provide them with or direct them to the list of allowable exceptions.
 - Lodging operators should reach out to individuals that book reservations on a third-party website to be certain that these individuals are aware of the restrictions on lodging in Massachusetts.
 - Lodging operators are required to accept a general self-certification by individuals or families that they fall within one of the allowable exceptions without asking prospective guests to identify the specific exception that applies to their situation.
- **Do lodging operators need to independently verify that guests fall into one of the permitted categories?**
 - No. As stated above, lodging operators must accept self-certification by individuals or families that their occupancy falls within one of the allowable exceptions.

- **Are guests traveling for business related purposes that do not fall within the Massachusetts list of COVID-19 Essential Services permitted to stay lodgings if they are visiting a business in the Commonwealth?**
 - No. Persons traveling for business-related purposes that do not fall within the list of COVID-19 Essential Services are not permitted to stay at lodgings covered by the directive.
- **Who is considered to be a member of a vulnerable population for purposes of this guidance?**
 - Individuals and families may consider themselves part of a vulnerable population if they have no other residence within or outside the Commonwealth to which they can safely return, or if they would be at risk of homelessness if forced to vacate the lodging unit.
 - For the purposes of this guidance, the presence of the COVID-19 virus in the community where an individual or family normally resides is not a circumstance that would mean it is unsafe to return.
- **Are airline crew rooms affected by this directive?**
 - Airline crews are not impacted by this order. Airline employees can still stay in rooms in the Commonwealth.
- **Are hotel employees traveling to and from a property allowed to do so without a note certifying employment?**
 - Hotel employees travelling to and from properties are allowed to do so, and it is not necessary to have a note certifying employment. This is limited to essential personnel, and the hope is that it is not expanded beyond those necessary to keep the facility safe and secure. On-site security is allowed.
- **Will lodging operators be held liable for providing accommodations to a guest who fraudulently reports that he or she is covered by one of the permitted categories?**
 - No
- **Will lodging operators be held liable for knowingly advertising or offering to the public accommodations for vacation and leisure purposes or for other purposes clearly falling outside of the permitted categories?**
 - Yes